

# Empowering you through greater online customer experience

Troubleshoot most common problems efficiently through mySWIFT and SWIFTSmart

New support pages on mySWIFT and Troubleshooting courses on SWIFTSmart provide clear and effective guidelines to help you maintain your SWIFT environment, troubleshoot the most commonly encountered problems, and provide relevant diagnostic information when detecting and solving a problem. As part of our ongoing commitment towards our community, SWIFT is continuously improving its services and solutions. Increasing online customer experience and empowering our customers with the exact information they need is part of that continued engagement. Through enhanced information and knowledge sharing, your business and technical teams can act promptly and independently for problem detection and solving.

### New Support pages available

The Knowledge Base and the User Handbook Online provide detailed information about all SWIFT products and services. The amount of information can be overwhelming when you are looking for answers to a problem or information about a specific product or subject. To address this, we have developed new support pages in mySWIFT dedicated to specific products or subjects. At this stage, we offer the new support pages on three subjects: Alliance Lite2, Release 7.2 and Security Attestation. Over the course of next months, we will continuously be adding new support pages on other subjects too. You can use these pages as a starting point to help you find information guickly and easily:

# New support pages on mySWIFT

- Find all relevant resources about a specific subject or issue in one single place
- Easy to search
- Easy to understand

# Troubleshooting courses on SWIFTSmart

- Step-by-step guide on how to troubleshoot the most commonly encountered problems
- Available anytime, anywhere and from any device
- Available for all critical SWIFT products

#### Alliance Lite2

# with mySWIFT

mySWIFT > Alliance Lite2

#### Alliance Lite2

This support page provides help for typical problems and questions that our customers have reported

# News AutoClient Tokens Troubleshooting Security Learn

#### News

- Registration in the SWIFT gpi Closed User Group (CUG) enables operators to use the relevant fields in MT 103 messages.
- AutoClient 1.2.2 is a security update that is mandatory since 30 June 2017. Previous versions are no longer supported.

#### AutoClient

- Error codes in AutoClient (AC\_ERR\_n)
- · AutoClient unexpectedly stops running
- · Change the password of the Configuration tool
- XMLv2 formatted files need additional header information for AutoClient

#### Related links

Log in to Alliance Lite2 (live) > Log in to Alliance Lite2 (lost) > Alliance Lite2 service status > Planned maintenance > User documentation > Knowledge base tips > My open cases > myBilling > Ordering for Alliance Lite2 > Contact Support > Search support content >

#### Release 7.2

ySWIFT > Release 7.2		
Iliance and SWIF	TNet Release 7.2	
ustomers must install Release 7.2 lease.	by 30 November 2018. This support page provides help for typical problems and que	stions with implementing th
News	News	Related links
General	Register now for extra support services for implementing Release 7.2 in	Log in to SWIFTSma
Hardware and OS	EMEA and Americas	SWIFT Operational S
Alliance Access	Warning: Impact of using FileAct 7.2 in Production	Planned maintenanc
	<ul> <li>Announcement of Release 7.2 availability</li> </ul>	Release Timeline >
Alliance Entry		Knowledge base tips
Alliance Gateway		Download Centre >
Alliance Web Platform	General	My open cases > myBilling >
Hardware Security Module	Migration Guide for Release 7.2	Order product and se
SWIFTNet Link	Important dates - see the Release Timeline or the Migration Guide	Contact Support >
	<ul> <li>How to plan for Release 7.2 (SWIFTSmart training)</li> </ul>	Search support conte
Security	<ul> <li>Alliance 7.2 and SWIFTNet 7.2 - frequently asked questions</li> </ul>	

To access these support pages, simply login to mySWIFT using your SWIFT.com credentials.

# New Troubleshooting courses available on SWIFTSmart



We created new content on SWIFTSmart to help you independently diagnose your on-premises SWIFT infrastructure, improve resolution time, and reduce business impact.

Seven modules are available:

#### 1. Troubleshooting guidelines: Alliance Connect

This course helps identify and recognize the different hardware and software components used to connect to SWIFTNet.

It provides you with methods to resolve connection issues and guides you to helpful documentation and TIPs.

#### 2. Troubleshooting guidelines: on premises SWIFTNet PKI

This course explores the best way to manage and monitor PKI certificates and explains how to prevent issues that could impact your message flow.

#### 3. Troubleshooting guidelines: SWIFTNet Link

This course assists in identifying issues with the installation and the upgrade of SWIFTNet Link.

It offers methods to identify and solve operational issues related to SWIFTNet Link. It emphasis on best practices to prevent issues and minimizes impact to your message flow.

#### 4. Troubleshooting guidelines: Alliance Gateway

This course helps identify issues related to the installation and the upgrade of Alliance Gateway.

It also assists to diagnose and solve Alliance Gateway operational issues.

#### 5. Troubleshooting guidelines: Alliance Access

This course helps recognise and solve issues with the installation and the upgrade of Alliance Access.

It also reminds of best practices, and offers approaches to diagnose and solve operational issues.

#### 6. Troubleshooting guidelines: Alliance Web Platform

This course offers a method to diagnose and solve issues with Alliance Web Platform Server Embedded, following three different scenarios related to login issues.

### Security attestation

mySWIFT

## mySWIFT > Security Attestati

Security Attestation

This support page provides information to help you complete your security attestation by 31 December 2017. This is a requirement of the Customer Security Programme.

#### News Security Attestation

The Frequently A
 September 2017

Understand the controls Assess impact Using the application

Get Started

#### \_\_\_\_\_

Why is security attestation important?
 Overview of what to do when
 KYC-SA Welcome email
 Customer Security work sessions
 Customer Security Programme page on swift con

Related links Log in to Security Attestati Application > View CSP documentation : View knowledge base tips View my open cases > Contact Support > Search support content >

## 7. Troubleshooting guidelines: HSM Boxes This course explains how to resolve

HSM boxes related issues and how to use the different tools and commands needed for troubleshooting.

To access these courses, simply login to SWIFTSmart using your SWIFT.com credentials.

Login to mySWIFT to experience the new ways of accessing and finding information to troubleshoot commonly encountered issues.

We are grateful if you could share your views and feedback on your experience

- For the support pages, please contact
- userdoc.feedback@swift.com
- For the Troubleshooting courses, please contact swiftsmart.administrator@swift.com